

Appendix 1 to BMRLS Quality Assurance Review Guide:

Employment and Training Programs

Updated November 2005

Agency Name: _____

Calendar Year _____ (Information as of: _____)

Refugee employment and training agencies should complete as much of the following sections of this guide as possible and return it to BMRLS prior to the onsite review.
Much of the information can be obtained by reviewing the most recent QPR or totaling year to date information from current year QPR's.

- Section A, Caseload information,
- Section B, Public Assistance Cases
- Section C, Case Management
- Section D, Training
- Section E: Case File Review (to be completed by BMRLS)
- Section F: Community Support and Linkages
- Section G: Best Practices (to be completed jointly by BMRLS and the agency)
- Section H: Reports (to be completed by BMRLS)

A. Caseload Information. To be completed by the refugee service agency, with information from the most recent QPR's.	SS	TAP	UA	BEST
(1) Refugees actively seeking services that have been in the US 12 months and under				
(2) Refugees actively seeking services that have been in the US between 13-60 months				
(3) Refugees actively seeking services that have been in the US over 60 months				
(4) Total (1+2+3) (This total should approximate the total on Row A, Total Caseload for Services on the Quarterly Program Report (QPR))				
(5) Average family size				
(6) Annual goal for full-time job placements (from Attachment 6 of the Annual Action Plan)				
(7) Full-time job placements made (can use the information from QPR's)				
(8) Average wage				
(9) Part-time job placements made				
(10) Average wage				
(11) Number of refugees employed that were given, or offered health benefits				
(12) Number of refugees retaining employment at least 90 days				
(13) Annual goals for short-term skills training (from the agency Action Plan)				
(14) Total completed training (should be listed on QPR)				

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	SS	TAP	UA	BEST
(15) Annual Goal for OJT				
(16) Total number placed into OJT positions				
B. Public Assistance Annual Employment and Training Goals (can be derived from most recent QPR, if accurate)				
(1) Annual goals for grant terminations (from Attachment #5, Employment and Training Goals of the agency's Annual Action Plan).				
(2) Number of Grant Terminations (Cash Assistance cases (RCA and W-2) Year to Date				
(3) Annual goal for grant reductions				
(4) Cases reduced (Year to Date)				
(5) Has agency reported all jobs placements to the public assistance agency within 10 working days? (page 16 of the Refugee Action Planning Guidelines requires that all job placements of adult family members receiving public assistance must be reported to the public assistance agency within 10 working days.				

C. Case Management. To be completed by the refugee service agency.

Describe your consortium's co-case management efforts (aspects that are working well, and what could be improved)				
	SS	TAP	UA	BEST
Case Management Goals (other than employment)				
(1) Enter the Number of files that have clearly identifiable case management goals (other than employment)				
(2) Enter the number of files that clearly document that case management goals have been achieved.				
English Language Training (ELT)				
(1) Are ESL services being reported on the QPR?				
(2) What ESL assessments are used to determine ESL levels?				
(3) How often are ESL reassessments evaluated?				
(4) How many program participants are enrolled in VESL (employer onsite)?				

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Citizenship Services				
(1) Are citizenship services reported on the QPR?				
(2) Describe how you provide citizenship services.				
Supportive Services	SS	TAP	UA	BEST
(1) Describe the types of supportive services are provided.				

D. TRAINING. To be completed by the refugee service agency.

(1) What types of employment training does your agency conduct (in-house) that has been most successful?
(2) What types of employment training does your agency contract out that has been most successful?
(3) What types of employment training does your agency no longer conduct or contract out, and why?
(4) What types of vocations/employment opportunities does your agency plan to conduct in the future due to changes in the job market?

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(5) Describe employment related initiatives/activities that your agency has developed in conjunction with other employment/placement agencies.
To be completed by refugee agency and BMRLS staff.
(6) Review the refugee agency/W-2 agency, VOLAG, MAA MOU. Describe the relationship (include any contractual responsibilities, goals, and the value of the contract) and identify issues that work well and issues that could be improved.

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E. CASE FILE MAINTENANCE. Will be completed by the Office of Refugee Services and the refugee service provider during the onsite review.

Case files of refugees reported on SS and TAP employment and training QPRS and files of refugees who are currently receiving W-2 and Food Stamp will be reviewed.

- Match Grant recipients cannot be served with SS/TAP money within the first 120 day Match Grant Period.
- How are Match Grant cases referred after the 120 period?
- How are Preventive Health services documented?
- Review Family Self-Sufficiency Plans and Employability Development Plans
- Are FSP's/EDP's shared with W-2 agencies?

	SS	TAP	UA	BEST
(1) Total Active Caseload (from the most recent QPR)				
(2) Number of Files reviewed				
(3) Is program eligibility documented? Do the case files contain documentation of refugee or asylee status? (to include copies of the I-94 or 'Green Card')				
(4) Enter the number of cases that may not be eligible for refugee services.				
(5) Enter the number of case files that contain an Employability Development Plan or Self-Sufficiency plan with clearly identifiable goals				
(6) Enter the number of case files that clearly document what services were provided and when				
(7) Enter the number of case files that clearly document job placements, to include employer, wage, hours, fringe benefits, etc.				
(8) Enter of the number of case files that document follow up activity, to include 90-day job retention check ups?				
(9) Enter the number of Outcomes documented (specific goals are achieved, alternate goals are identified when initial goals have not been achieved).				

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F. COMMUNITY SUPPORT & LINKAGES. To be completed jointly by the Bureau of Migrant, Refugee and Labor Services and the refugee service agency.

(1) Describe any written inter-agency agreement to provide employment and training services; and any agency/MAA participation or representation on local Boards, the Job Center or business groups:

(2) Do your staff participate in regular meetings with other agencies serving refugees in your community? Describe goal, frequency and participants in such meetings:

G. BEST PRACTICES AND ISSUES ENCOUNTERED. To be completed jointly by the Bureau of Migrant, Refugee and Labor Services and the refugee service agency. Describe successful activities contributing to project outcomes:

List specific issues or concerns:

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H. REPORTS. To be completed by the Bureau of Migrant, Refugee and Labor Services.

(a) Quarterly Program Reports	SS	TAP	UA	BEST
(1) Are the QPR's submitted in a timely manner?				
(2) Summarize areas to improve on the QPRS (jointly between agency and BMRLS staff)				
(a) Is the narrative complete?				
(b) Are the Schedules completed accurately?				
(c) Are employment and training goals accurate as listed on Schedule C to the QPR?				
(d) Are case management goals and services being reported on page 2 (Other Services)?				

X. FINDINGS AND CORRECTIVE ACTIONS/RECOMMENDATIONS

(To be completed by BMRLS Staff. Also see paragraph VIII in the base Quality Assurance Review Guide).

XI. BMRLS Staff completing this portion of the Quality Assurance Review:

Bureau of Migrant, Refugee and Labor Services
Case File Checklist:

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Name		
Date of Arrival:	Enter Date:	
I-94 on file?	Is a copy in the file?	
Date Employed	Enter Date:	
Employer Name		
Currently Receiving Public Assistance?	Food Stamps	
(circle as appropriate)	W-2	
	MA/BadgerCare	
	RCA	
	LIHEAP	
Is there an EDP or FSP on file?		
Was the case reported on a QPR? (what year/quarter?)		
Does the case appear on the W-2 or FS list in CARES?		
Did the agency inform the W-2 /FS agency of employment?		

Name		
Date of Arrival:	Enter Date:	
I-94 on file?	Is a copy in the file?	
Date Employed	Enter Date:	
Employer Name		
Currently Receiving Public Assistance?	Food Stamps	
(circle as appropriate)	W-2	
	MA/BadgerCare	
	RCA	
	LIHEAP	
Is there an EDP or FSP on file?		
Was the case reported on a QPR? (what year/quarter?)		
Does the case appear on the W-2 or FS list in CARES?		
Did the agency inform the W-2 /FS agency of employment?		